

Schedule "A"**Facilities Management Services**

Approved by:	Corporate Services (Client)	Facility Management & Capital Programs
	John Hertel Director Enterprise Management & Revenue Generation	Rom D'Angelo Director Facility Management & Capital Programs

1.0 Operating Principles

This Schedule provides a framework for the ongoing relationship between the Market (Market Corporation and Corporate Services) and Facility Management & Capital Programs to provide comprehensive facility management related services as further detailed in this Schedule.

The purpose of this Schedule is as follows:

- a) To establish and to define cooperative roles and responsibilities with regard to the management of the building assets and property management services,
- b) To extend the life and increase the value of the building assets,
- c) To obtain efficiencies in functionality, operations, maintenance and planning through best practice initiatives,
- d) To create and provide a safe and productive work place for employees, visitors and members of the public,
- e) To assist the Client in attaining its goals as they relate to its core business and building assets.

This Schedule is intended to cover the following broad areas of service:

- a) Day to Day Facility Management Services
- b) Capital Works
- c) Financial / Budgeting

Unless otherwise agreed to by FMCP in writing, all work that affects or may affect the building structure, capital components, systems or equipment must be performed only by FMCP or its authorized contractors. FMCP acknowledges that there is a need for flexibility and will work collaboratively with the Client and Market Corporation to facilitate the goals for a successful Market. However, the City of Hamilton remains the owner of the building, and as such, it must ensure the asset value is fully protected and that all required City policies are followed.

The Market Manager and a representative of FMCP will confer quarterly (or less frequently if agreed by them) at a mutually convenient location, to discuss, among other things, relationship issues.

This Schedule will be reviewed every three years.

2.0 Building Inventory

Hamilton Farmers' Market (55,235 sq. ft.) - 55 York Boulevard

3.0 Equipment Inventory

The equipment existing as at the effective date of this Schedule is listed in Appendix 1 attached hereto. Nothing herein shall be construed as transferring ownership of such equipment to Market Corporation.

4.0 Definitions

For clarity, the terms below are assigned the following definitions within this Schedule:

Agreement means the Operating Agreement between the City and Market Corporation pertaining to the operation of the Market, of which this Schedule forms a part

Building Control Centre (BCC) provides utilities, building automated systems monitoring and utility systems maintenance on the HVAC systems of the building. The BCC costs will be charged back to the Client through an annual cost recovery. The baseline BCC costs are shown in the baseline FONDB. At the time of preparing this Schedule, it is anticipated that the central utilities plant will be sold to Hamilton Community Energy, which will have a yet to be determined impact on the baseline BCC costs.

City means the City of Hamilton in general terms and can refer to various other departments save and apart from FMCP

Client means the **Corporate Services** department of the City of Hamilton, which administers the Agreement, but does not include the **Market Manager**

FMCP means the Facility Management & Capital Programs section of the Public Works department of the City of Hamilton

Facilities Operating Non-Discretionary Budget (FONDB) means the budget for the building which consists mainly of pre-established costs for service work, contracts and preventative maintenance. There is limited discretionary spending available in this budget. The FONDB will be managed by FMCP acting as a prudent owner of the building. FMCP will comply with the City's procurement policies on all expenditures within the FONDB. On an annual basis, the Client will be charged back for the actual expenditures and FMCP will justify variances and report forecasts to the Client throughout the year using tools such as variance reports and monthly meetings to discuss operating requirements.

For greater clarity, a 2015 Baseline Operating Non-Discretionary Budget has been attached hereto as Appendix 2. The FMCP Building Supervisor's cost allocation is not included in this baseline budget and is currently in negotiation. Building cleaning is performed by 2.73 staff and at the time of this baseline is not included in the scope of services provided by FMCP.

FMCP reserves the right to charge back to Client for any maintenance services rendered from the FMCP maintenance pool that are not included in the original baseline budget. FMCP will request written permission from the Market Manager to deploy trades from the FMCP Maintenance Pool. Where unforeseen Operating Costs will cause a variance, FMCP will make reasonable efforts to alert the Market Manager and/or seek advance permission for the expenditure.

FMCP will ensure the timely payment of invoices and other administrative duties in accordance with the service level standards more specifically detailed in this Schedule.

Market means the Hamilton Farmers' Market

Market Corporation means the Hamilton Farmers' Market Corporation

Market Manager has the same meaning as "**General Manager**" in the Agreement and refers to the City employee responsible for the day to day operations of the Market

Types of Costs/ Projects and Repairs:

Operating Costs are those expenses incurred to maintain the day to day operation of the building equipment as identified in Section 4 (Appendix 1) and other services that are specified in this Schedule.

Capital Projects are those works that are required for the replacement or repair of building envelop and/or structural components, as well as, base building equipment. FMCP reserves the right to identify, determine and manage Capital Projects, at its sole discretion, save and except for procuring the capital funding for such projects. Funding for Capital Projects must be approved, in advance, by Council. It is the responsibility of the Client to submit funding requests (based on FMCP recommendations) to Council during the annual budgeting season. For greater clarity, FMCP will provide the expertise to prepare the Council report which may be submitted jointly by the Client with co-authorship by FMCP. Capital Project requirements are determined based on condition assessments, life cycle analysis and staff knowledge/expertise of building systems. Capital Projects are typically put forward as building elements/equipment reach the end of their life cycle. Capital funding is not guaranteed to be approved by Council and all parties must manage with this possibility. For greater clarity, a 2015 Building Condition Report and 10 year forecast has been attached to this Schedule as Appendix 2 for baseline reference. FMCP's Project Management group will execute all Capital Projects and will charge the Client a project management fee consistent with what it charges other departments which is typically between 7% and 10%.

Examples of Capital Projects include: end of life replacement of elevators, roof, windows, HVAC systems, and legislated projects for compliance purposes.

Planned Repairs/Projects are those repairs/projects that the Client or Market Corporation determines are necessary for business reasons. Planned repairs/projects may be large or small but are different than Capital Projects, in that they are not necessarily a requirement of the building's life cycle sustainability. FMCP's project management group will execute all Planned Repairs/Projects if they are deemed to impact the building's base building systems, including but not exclusive of HVAC, electrical, plumbing and structural elements. A project management fee will apply for project management services. Funding for Planned Repairs/Projects will be the sole responsibility of Market Corporation.

Some examples of Planned Repairs/Projects include: installing new water tanks for greater capacity, major new leasehold improvements for stall rentals (such as constructing a new kitchen), adding additional capacity for lighting, HVAC or electrical and aesthetic improvement projects to enhance business.

Emergency/Unplanned Repairs are either:

- a) Immediate repairs required to maintain the integrity of the building and/or the business of the Market operation and for which funding is not available in the operating budget
- b) Repairs that cannot wait until the next budget cycle for approval

Emergency/Unplanned Repairs may be handled through overspending the FONDB (running a variance) or through a special request from Council based on the fact that the repair cannot wait for the next budget approval cycle. Procuring funding for Emergency/Unplanned Repairs will be the responsibility of the Client. FMCP will assist by providing expertise and information for the required Council reports.

Program Costs are those costs incurred for the sole purpose of running the business of the Market. Funding for Program Costs will be the responsibility of Market Corporation.

For greater clarity, Program Costs will include but not be exclusive of the following:

- a) Upgraded electrical service for specific uses, additional lighting
- b) Repairs/Improvements for stall turn-over
- c) Painting
- d) Security Services
- e) Cleaning Services
- f) Installation of fit-ups for new stall owners beyond the standard stall offered
- g) Upgraded flooring
- h) Additional or overtime staff resources required as a result of events or outside of normal Market hours
- i) Garbage removal or clean up services

5.0 Scope of Services**FACILITY MANAGEMENT SERVICES INCLUDED IN SCHEDULE**

SERVICE REF #	Service Summary	Service Delivery Contact	Management Contact
SR-1 Schedule Administration	<ul style="list-style-type: none"> Administration of Schedule terms & conditions Manage change requests Work with Client and Market Corporation on issue resolution Coordinate service review meetings Both parties agree that any mutually agreed upon changes to this Schedule should be emailed to Superintendent, Business Services & Technology for the purposes of effectively tracking changes to the Schedule 	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>	<p>Director, Facility Management & Capital Programs</p> <p>Rom D'Angelo X4617 Rom.Dangelo@hamilton.ca</p>
SR-2 Building Supervisor	<ul style="list-style-type: none"> Provide the non-dedicated services of a Building Supervisor who will manage and oversee the day to day operations of the building including technical expertise required in the prudent management of all building infrastructure, systems, components and equipment. The cost of the Building Supervisor will be charged to the Client at an agreed upon percentage (to be negotiated) that considers time spent on managing the building as fraction of the total annual hours worked by the employee assigned. 	<p>Supervisor, Facility Services</p> <p>Chis Phinney x7009 Chris.Phinney@hamilton.ca</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte X6627 Delfina.Duarte@hamilton.ca</p>

SR-3 Operations & Maintenance	<ul style="list-style-type: none"> • Provide maintenance and facility management services for the listed Client buildings as listed in Section 2.0 and more specifically for the equipment listed in Section 3.0 in accordance with industry best practices including providing a Preventative Maintenance Program. • Ensure regulatory compliance for building maintenance & operations • Manage the maintenance & operation of the following building elements: <ul style="list-style-type: none"> a) Fire & Life Safety b) Elevators c) HVAC of Stand-Alone Units as listed in Section 3.0 d) District Heating and Cooling Systems (BCC) e) Generator Maintenance (BCC) f) All Building Electrical Systems g) All Building Plumbing Systems h) Building Envelope & Roof i) Windows, Doors and Walls of Building Envelope j) Automatic Doors k) Security Card Access System l) 24/7 Security & Fire Alarm Monitoring and Response (where applicable) m) Cleaning Services (including Window Cleaning) n) Snow Removal / Shoveling / Salting o) Exterior Sidewalk Cleaning p) Flags and Flag poles q) Lighting Systems including changing bulbs r) Site Coordination of Contractor Work s) Minor repairs 	<p>Help Desk x2784 hfacilities@hamilton.ca</p> <p>Supervisor, Facility Services</p> <p>Chis Phinney x7009 Chris.Phinney@hamilton.ca</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte X6627 Delfina.Duarte@hamilton.ca</p>
SR-4	Joint Responsibilities:		

Joint Responsibilities	<ul style="list-style-type: none"> • Health & Safety Inspections • Sharing on-site documentation/information 		
SR-5 Out of Scope	<p>Facilities <u>will not</u> be responsible for :</p> <p>Managing the maintenance & operation of:</p> <ul style="list-style-type: none"> a) Market specific UPS systems b) Shredding c) Fire Safety Plan d) Leasing and Lease Administration e) Security Services f) Painting g) Garbage Removal h) Cleaning Services i) Management/Supervision of cleaning staff and or cleaning services. <p>Where a dispute arises between the parties regarding services included or not included in this Schedule, the parties will call a meeting and resolve the issues in a collaborative way.</p>		
SR-6 Data Management	<ul style="list-style-type: none"> • Manage and maintain the computerized maintenance management system for maintenance as well as warranties • Maintain database of building drawings and inventory of building equipment • Maintain centralized database of leases and other real estate contracts • This Schedule does not cover tracking or maintaining of other operational agreements such as operating agreements, construction agreements or stall leases/licenses • Provide data to Corporate Asset Management group to maintain and update Asset Planner 	<p>Supervisor, Facility Services</p> <p>Chris Phinney x7009 Chris.Phinney@hamilton.ca</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>

	<ul style="list-style-type: none"> FMCP will provide training on ARCHIBUS or any other system implemented by FMCP. Training may take the form of one on one tutorials, web-based training or attending group training sessions 		
SR-7 Capital Planning & Advisory Services	<p>The following services are covered under this Schedule:</p> <ul style="list-style-type: none"> Provide professional capital planning services in accordance with the City's policies and procedures, including completing condition assessments, planning annual capital project work, and executing capital projects Provide Client with assistance and expertise to submit Council funding submissions Provide consultative services relating to project matters 	<p>Manager, Strategic Planning, Capital and Compliance</p> <p>Robyn Ellis (Acting) x2616 Robyn.Ellis@hamilton.ca</p>	<p>Director, Facility Management & Capital Programs</p> <p>Rom D'Angelo x4617 Rom.Dangelo@hamilton.ca</p>
SR-8 Reporting	<ul style="list-style-type: none"> Provide operational reports on key performance indicators Provide customized reports as may be requested by the Client Provide ad-hoc reports on request Provide budget reports including BVR reports as required to meet Corporate timelines which are acknowledged to be different than FMCP timelines. Provide capital program reports in accordance with schedule agreed upon by FMCP and Client 	<p>Business Services Coordinator</p> <p>Lynda Mackay x2665 Lynda.Mackay@hamilton.ca</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>
SR-9 Quality Management	<ul style="list-style-type: none"> Semi-annual meetings or as requested by client for operational and project management issues Customer satisfaction surveys Benchmarking reports as agreed between FMCP and Client 	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>	<p>Director, Facility Management & Capital Programs</p> <p>Rom D'Angelo x4617 Rom.Dangelo@hamilton.ca</p>

<p>SR-10 Code & Compliance Programs</p>	<p>The following service is covered under this Schedule:</p> <ul style="list-style-type: none"> Responsible for implementing Code & Compliance Programs such AODA, TSSA and ESA projects. 	<p>Assigned Project Manager</p>	<p>Manager, Strategic Planning, Capital and Compliance</p> <p>Robyn Ellis (Acting) x2616 Robyn.Ellis@hamilton.ca</p>
<p>SR-11 Help Desk Services</p>	<ul style="list-style-type: none"> One point of contact for all facility management work requests 24/7 Emergency response by calling 905 547-2784 Help Desk Hours of operation 8:30 am to 5:00 pm Dispatch and monitor work requests Liaise with Client to monitor and report on status of work requests 	<p>Facilities Help Desk Hfacilities@hamilton.ca</p> <p>Supervisor, Facility Services</p> <p>Chris Phinney x7009 Chris.Phinney@hamilton.ca</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>
<p>SR-12 Project Management</p>	<p>The following services are covered under this Schedule:</p> <ul style="list-style-type: none"> Provide the services of a professional project manager for all capital projects <p>Project Management duties will include:</p> <ol style="list-style-type: none"> Initiate Plan Execute Monitor and Control Close 	<p>Manager, Strategic Planning, Capital and Compliance</p> <p>Robyn Ellis (Acting) x2616 Robyn.Ellis@hamilton.ca</p>	<p>Director, Facility Management & Capital Programs</p> <p>Rom D'Angelo x4617 Rom.Dangelo@hamilton.ca</p>

	<p>Projects will be assigned to a Project Manager who will be responsible for all aspects of the project including:</p> <ul style="list-style-type: none"> a) Creating the project charter b) Planning the project c) Managing the procurements for the project d) Managing the on-site contractors and any change orders required e) Monitoring and controlling all aspects of the project f) Reporting to the Client on project progress and finances. All communications on the project will occur between the Project Manager and the Client g) Closing the project <p>Client responsibilities will include reviewing and approving the project charter, project management plan and the deliverables.</p>		
SR-13 Space Management	<p>The following services are covered under this Schedule:</p> <ul style="list-style-type: none"> • Moves/Adds/Changes • Furniture orders • Office reconfigurations • Surplus furniture 	<p>Accommodations and Design Coordinator</p> <p>Cfm.accom@hamilton.ca</p>	<p>Manager, Strategic Planning, Capital and Compliance</p> <p>Robyn Ellis (Acting) x2616 Robyn.Ellis@hamilton.ca</p>
SR-14 Security Services	<ul style="list-style-type: none"> • Provide secure access services including card/key scan and locksmith services • Liaise with Client to review security needs 	<p>Supervisor</p> <p>Mike Langille x2415 Mike.Langille@hamilton.ca</p>	<p>Manager, Facilities & Tech Services</p> <p>Chuck Alkerton x7015 Chuck.Alkerton@hamilton.ca</p>

<p>SR-15 Procurement</p>	<ul style="list-style-type: none"> • Provide procurement services including contract administration for all outsourced facility management functions including (if applicable): janitorial, landscaping, snow clearing, security monitoring, life-safety mentoring, legislated inspections and other as-required building services • Provide vendor performance management services 	<p>Senior Contract Analyst</p> <p>Dina Urciuoli x7039 Dina.Urciuoli@hamilton.ca</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>
<p>SR-16 Communication Services</p>	<ul style="list-style-type: none"> • Telephone and communication services • Management of all telephone changes and moves for "Centrex" lines only (i.e. adds, moves and changes) <p>(This service is under review in 2015 and may revert to corporate IT)</p>	<p>hfacilities@hamilton.ca</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>
<p>SR-17 Utility Management</p>	<ul style="list-style-type: none"> • Ensure timely payment of all utility bills • Provide utility analysis to ensure efficient procurement of utilities across the City's real estate portfolio including tracking usage per facility and providing BER reports. • The Energy group will manage all utility bills and FMCP will coordinate with Energy for this service • The budget for utilities will continue to be paid directly by the Market 	<p>Supervisor, Facility Services</p> <p>Chris Phinney x7009 Chris.Phinney@hamilton.ca</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p> <p>Manager, Energy Initiatives</p> <p>Tom Chessman x2494 Tom.Chessman@hamilton.ca</p>

<p>SR-18 Leasing Administration</p>	<p>Leasing administration services <u>are not</u> included in this Schedule.</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>
<p>SR-19 Emergency Services</p>	<ul style="list-style-type: none"> Emergency Facility Operations & Maintenance services will be provided 24/7/365 by contacting emergency Help Desk at 905-546-2784 The on-call Supervisor will dispatch the appropriate resources including escalating to senior management as required and assist the appropriate Emergency Operations Centre (EOC) as required. 	<p>Supervisor, Facility Services</p> <p>Chris Phinney x7009 Chris.Phinney@hamilton.ca</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>
<p>SR-20 Service Level Standards</p>	<ul style="list-style-type: none"> Service Level Standards are in the process of being developed for demand work and will be finalized in 2015. Service Level Standards are set by FMCP based on resourcing available for service delivery. The Client agrees that services shall be delivered within this Schedule as per Section 7.0 and will be deemed satisfactory and appropriate under this Schedule. 	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>	

<p>SR-21 Financial Management & Accountability</p>	<ul style="list-style-type: none"> • FMCP is accountable for managing the expenditures within the approved annual FONDB and seeking authorization where possible for unplanned non-discretionary operating costs. It is not uncommon that a major leak or HVAC repair will cause a significant variance in the budget. • These types of repairs will be discussed with the Client at monthly meetings. • FMCP will provide variance reports in accordance with the City's variance reporting procedures and deadlines. • Provide budgeting services, tracking, monitoring, controlling and reporting for all financial expenditures 	<p>Supervisor, Facility Services</p> <p>Chris Phinney x7009 Chris.Phinney@hamilton.ca</p>	<p>Superintendent, Business Services & Technology</p> <p>Delfina Duarte x6627 Delfina.Duarte@hamilton.ca</p>
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6.0 Financials

<p>FN-1 Operations & Maintenance</p>	<p>Once annually (but more frequently if desired by either party), FMCP will work with Finance to allocate costs to Client based on actual operating costs incurred to provide all services included in this Schedule. While the budget is controlled by FMCP, cost recoveries back to the Client will be based on the actual expenditures.</p> <p>Where there are services provided directly to the Client that are not covered by the operating budget, the Client will provide the account number (Dept. ID) so that FMCP can charge back the cost.</p>
<p>FN-2 Other Costs</p>	<p>Client is responsible for the cost of all capital projects including project management fees, additional work, equipment or installations that are not included in this Schedule or that are required for program related reasons. Project Management fees are typically between 7% and 10% and are set by the Project Management group (SPCC) and may be discussed on a project by project basis.</p>

7.0 Service Level Standards

Priority #1 Emergency	Priority # 2 Urgent	Priority #3 Routine	Priority #4 Scheduled	Priority #5 Proactive
Dispatch Time: 15 min during work hrs 30 min after hrs Complete/Close Work Order: 4 hours to address emergency Escalate: Yes	Dispatch Time: 1 hour Complete/Close Work Order: 3 days Escalate: Yes	Dispatch Time: 24 hours Complete/Close Work Order: 30 days Escalate: Yes	Dispatch Time: 7 days Complete/Close Work Order: 30 days from scheduled date Escalate: No	Dispatch Time: N/A Complete/Close Work Order: When complete Escalate: No
Impact: High Life threatening or Business Interruption	Impact: High Business Interruption or Health & Safety Compliance	Impact: Low Routine Work to be completed as soon as possible	Impact: Low Work that requires scheduling	Impact: None Work not requested by client but completed by staff

	Standard
Priority #1 - Emergency	95%
Priority #2 - Urgent	85%
Priority #3 - Routine	75%
Priority #4 - Scheduled	75%
Priority #5 - Proactive	N/A

8.0 Authorization to Proceed		
Stakeholders	Title	Date Reviewed & Authorized
John Hertel	Director, Enterprise Management & Revenue Generation	
Donna Lee-MacDonald	Market Manager, Farmers' Market	
Rob Gatto	Manager, Golf and Entertainment Portfolio	
Chuck Alkerton	Manager, Facilities & Tech Services	
Delfina Duarté	Superintendent, Business Services & Technology	
Chris Phinney	Supervisor, Facility Services	